

GUIDELINES & RESOURCES

Performance Management Training

FORMAT TRAINING

- **Purpose** – to provide supervisors with knowledge and understanding on the:
 1. new system and templates
 2. 4 rating levels and their definitions
 3. performance standards and their definitions
 - * optional is a tutorial of the Employee appraiser
- **Resources from DHR**
 - E-Learning – self-study or group facilitation through DHR website, <http://www.dhr.idaho.gov/HRInfo/PerformanceManagement.aspx>
 - DHR Assistance – customer service teams assist with transition

PROCESS TRAINING

- **Purpose** – to provide supervisors with knowledge and skill building to:
 1. develop performance expectations to align with agency goals
 2. give employees feedback & coaching on day-to-day performance to keep performance on track
 3. use rating guides and rate employees to ensure fairness and consistency
 4. develop and deliver the annual performance review to maximize employee motivation

Training is a minimum of **4 hours** of instruction and includes practice of the concepts. It is *more* than a briefing, and allows participants to discuss and develop skills in each of the above activities.

Agency in-house process training should include the four (4) content components listed above. To verify that training meets the minimum standards, agencies may contact Connie Pratt at cpratt@dhr.idaho.gov or their DHR service representative.

- **Resources from DHR**
 - DHR Class Room Training – workshops provided throughout the state
 - E-learning – self study or group facilitation of DHR's on-line Performance Management Program: <http://www.dhr.idaho.gov/Training/PerformanceManagement/Overview.asp>
 - DHR Assistance – customer service teams assist with training

Supervisors meet the requirement of process training if, within the last **5 years**, they have completed:

- A Performance Management workshop offered through DHR
- An agency performance management workshop that included the above content
- The On-Line Performance Management Program offered on the DHR website
- The BSU, DHR-sponsored Supervisory series, Level II
- CPM graduate or completion of CPM Level III
- An external performance management workshop that included the above content

